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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Contents; List of Figures; List of Tables; Foreword; Preface; 1 Introduction; 2 The Quadrants of the Contract Scorecard; 3 The Steps in Developing KPIs; 4 Schemes for the Consequences of KPI Performance; 5 Planning the Contract Scorecard; 6 The Quality Specification - The Service Level Agreement (SLA); 7 The Financial Specification - The Financial Schedule; 8 The Relationship Specification - The Governance Charter; 9 The Strategic Specification - Unique Contract Schedules; 10 Conclusion; References; Index; About the Author
Sommario/riassunto	An upfront investment in your contracts, from a commercial rather than legal perspective is probably the single most influential activity you can undertake; one that will ensure your outsourcing relationships have clear business goals as the focus of the deal. Reading a copy of Sara Cullen's The Contract Scorecard should be the first step in that investment.

